



# COALITION OF FEDERAL OMBUDSMAN

## EXECUTIVE COMMITTEE MEMBERS

Term: February 11, 2016 – February 11, 2018

### Chair

**Scott M. Deyo**, Ombudsman  
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### Vice Chairs

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### Secretaries

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### Coordinator

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*The principal interagency forum that provides collaboration, advice, and guidance on professional Ombuds standards, skills development, program development, and effectiveness. The Coalition works as an integrated team to increase the professionalism and effectiveness of Ombuds serving United States government agencies by sharing experiences, ideas, policies, standards, best practices, and innovative approaches to providing world-class Ombudsman services.*

## CHAIR

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**Scott Deyo, M.S., CO-OP®**, assumed the duties of Ombudsman, National Geospatial-Intelligence Agency on April 25, 2011. Mr. Deyo is an independent, neutral conflict resolution practitioner that provides an informal and confidential forum to hear and help address workplace concerns. Employees (civilian and military), contractors, and external stakeholders may address the full scope of organizational issues related to the mission, policies, practices, morale, and any systemic issues confronting NGA. The Ombudsman actively engages Department of Defense (DoD), Intelligence Community, and federal officials, including ombudsman partners, to address issues that transcend organizational boundaries. Prior to joining the NGA community, Mr. Deyo served as Ombudsman for the DoD Office of Inspector General (from 2009 – 2011). Prior to that assignment, he served the Office of the Secretary of Defense (OSD) and a number of Defense agencies through Washington Headquarters Services – first as the Alternative Dispute Resolution (ADR) Advisor (from 2001–2007) and later as the Deputy, then Director of Equal Opportunity and Diversity (from 2007–2009). In these roles, he was the principal advisor to the Director, Administration and Management and the DoD Fourth Estate liaison for civilian and military equal opportunity complaint processing, diversity management, ADR, affirmative employment, special emphasis, and partnership-in-education programs. Mr. Deyo received the OSD Medal for Exceptional Civilian Service for his leadership, sustained excellence and effectiveness overseeing these programs.

Mr. Deyo earned a bachelor of science in psychology with honors from James Madison University and a master of science from the Institute for Conflict Analysis and Resolution at George Mason University. He is an expert mediator, facilitator, trainer and consultant regarding conflict resolution within complex organizational systems. Mr. Deyo was the first Federal employee to earn the credential Certified Organizational Ombudsman Practitioner® by the International Ombudsman Association (IOA). Mr. Deyo has mediated over 200 cases and as an ombudsman helped 2,500 employees explore resolution options for over 9,000 issues. In March 2014, Mr. Deyo began serving as Chair, Coalition of Federal Ombudsman and was re-elected to a second, two-year term in 2016. He also serves as Chair of the IOA Professional Practices Committee, which investigates complaints of professional misconduct and alleged ethics violations of certified ombuds, is a member of the Interagency ADR Working Group, DoD ADR Coordinating Committee, and co-founder of the Intelligence Community Ombuds Forum.

## VICE CHAIRS

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**William (Bill) Maurer, M.P.A. CO-OP®**, is an Associate Ombudsman at the United States Department of Energy (DOE) and is recognized for improving organizations in the public, private, nonprofit, and international sectors. His interventions with individuals and groups drive results including improved efficiencies and job performance, enhanced organizational learning and leadership, increased employee engagement and decreased fear of reprisal. He is a recipient of the Secretary's Achievement Award for the outstanding contributions the DOE Ombudsman Team has had throughout the Department. Prior to his position with DOE, Bill provided organizational development, equal employment opportunity, and alternative dispute resolution services at the U.S. Department of Housing and Urban Development. Bill co-designed, organized, and served as a national trainer on a Secretary's initiative to address performance deficiencies. He also facilitated a coast-to-coast project meeting supporting the Departmental strategic plan to transform the way it does business. He also served as a mediator and an EEO Counselor at the United States National Park Service. In addition, Bill served as a Shared Neutral (mediator and facilitator) for four Federal Government conflict resolution programs. For

six years Bill presided as Vice President on the Board of Directors for Cape Mediation, a private non-profit community mediation center located in Cape Cod, Massachusetts. He served as a subject matter expert in the development of a text book in organizational learning for the University of Warsaw, Poland. Bill also held positions in the health care industry and in the field of educational reform. He served two years as a Peace Corps Volunteer in Nepal.

Bill has a Master's Degree in Public Administration from George Washington University and a Bachelor's Degree from the University of Massachusetts. Bill is a Certified Organizational Ombudsman Practitioner (CO-OP®) and a certified Executive Leadership Coach.



**Paul Sotoudeh, J.D.** is an Associate Ombudsman at the Consumer Financial Protection Bureau's Ombudsman's Office. Prior to arriving at CFPB in November of 2013, Paul served six years as a Senior Assistant Ombudsman for the Transportation Security Administration (TSA) and 3 ½ years as a Freedom of Information Act (FOIA) Specialist and acting FOIA Operations Manager in the TSA FOIA Office. Additionally, Paul served as the president of the Screaming Eagles, an approximately 1200-member 501(c)(4) organization, from 2007-2011, and has been a member of its board of directors since

2003. Paul has received ombudsman training from the U.S. Ombudsman Association and International Ombudsman Association as well as mediation training from the Atlanta Justice Center and the Northern Virginia Mediation Service. He earned his B.A. in Political Science from the University of Rochester and his J.D. from the Washington & Lee University School of Law.

## SECRETARIES

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**Riley Barrar, M.S.** is an Associate Ombudsman at the Department of State in the Office of the Ombudsman, Workplace Conflict Prevention and Resolution Center. She is a trained mediator, facilitator, and conflict coach as well as an active interagency community member. Riley served as the co-chair of the Federal Conflict Coaching Group from 2013 - 2016. Prior to joining the U.S. Department of State, Riley served as an ADR Program Specialist at the Air Force Office of the General

Counsel, Dispute Resolution Division, where she worked as a workplace ADR program manager, mediator, and conflict resolution trainer. She received the Air Force Exemplary Civilian Service Award for her service. Riley holds a Master's of Science degree in Conflict Analysis and Resolution from George Mason University where she focused her studies in Narrative Conflict Resolution. She received her bachelor's degree in Communication Studies and Justice Studies from James Madison University with a concentration in Conflict Analysis and Intervention.



**Sara Roberts, M.S.** joined Transportation Security Administration (TSA) in 2002 as a Supervisor Transportation Security Officer on the Mobil Screening Force and helped to federalize five airports. She's held several other positions in TSA to include Integrated Conflict Management Systems Program Manager where she began her alternative dispute resolution training. In 2014 Sara joined the Ombudsman's Office as a facilitator, trained mediator and alternative dispute resolution practitioner. Sara holds a master's of science in leadership and organizational change and a bachelor's degree in Marketing

with a certificate in Psychology from Northern Kentucky University. Additionally, Sara is working towards becoming a certified conflict coach.

## COORDINATOR

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**Guy Weber, M.A., CO-OP®** assumed the role of Associate Ombudsman for the National Geospatial-Intelligence Agency (NGA) on February 10, 2014. As an Ombudsman, Mr. Weber provides informal and confidential conflict resolution processes to address workplace concerns, acting not as an advocate, but as an independent and neutral third party. Internal employees and external consumers of NGA products, including civilians, military members, and contractors, may bring

forward concerns related to the agency's mission, policies, and practices. Mr. Weber collaborates with personnel throughout the Department of Defense, Intelligence Community, and other Federal agencies as needed to address issues of common concern that transcend organizational boundaries.

Prior to joining the NGA community, Mr. Weber served as a Senior Assistant Ombudsman (2011-2014) at the Transportation Security Administration (TSA) where he assisted employees with internal workplace concerns and public stakeholders, including the traveling public, with issues and concerns they had with the TSA. Mr. Weber served as a program director at Rutgers University (2009-2010) where he incorporated alternative dispute resolution skills, team building, and collaborative skill building into programs for youth and adult leaders. Mr. Weber has facilitated groups in Conflict Resolution Training and Mediation at Teachers College, the United Nations, and public schools in New York City.

Mr. Weber earned a Bachelor of Arts in Political Science from Rutgers University and a Masters of Arts from Teachers College Columbia University in Social-Organizational Psychology. Mr. Weber has a Certificate in Conflict Resolution from the International Center for Collaboration and Conflict Resolution at Teachers College. Mr. Weber is an active participant in the Coalition of Federal Ombudsman, currently serving on the executive committee as the Coordinator, and the International Association of Ombudsman (IOA), currently serving as the Chair of the CO-OP® Communication Committee and is credentialed as an IOA Certified Organizational Ombudsman Practitioner®.

